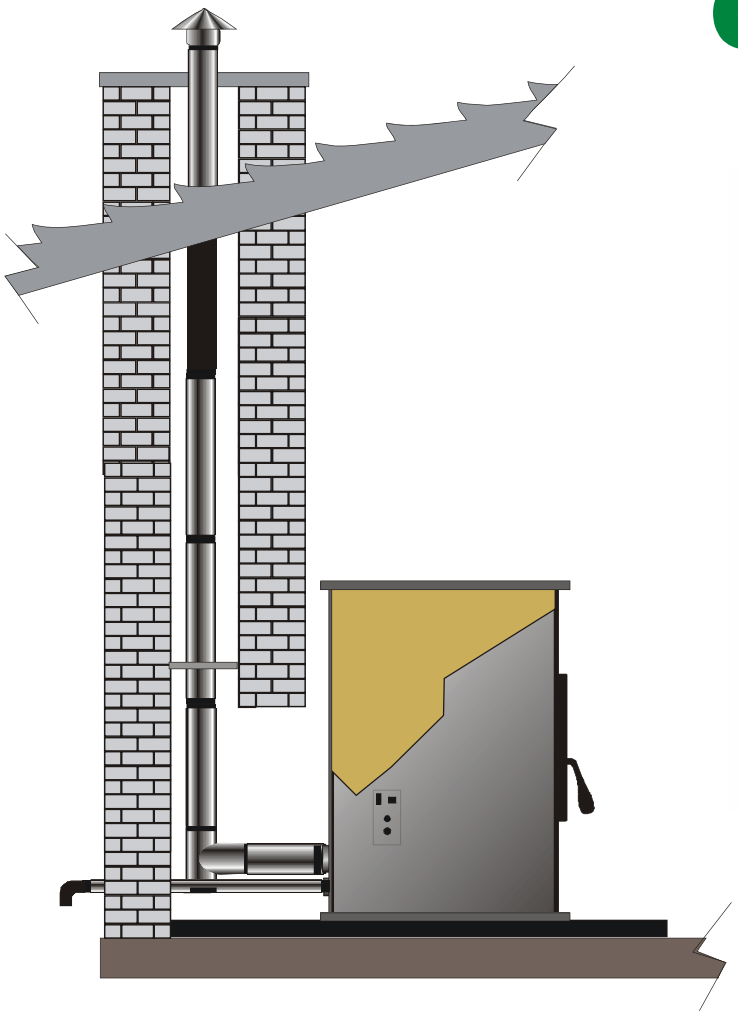
PELLET STOVE INSTALLATION GUIDE



SHOP & GARAGE HEATERS

Manufactured by

CCI CanadianComfortIndustries
A Vanderwell Company
" The Complete Package "

Marketed by

DGI Dansons Group Inc.
Responsible Resource Development
"The Innovators."

For the following models: CC1, CC2, CC3, CCGB1, CCGB2, CCGB3 Installations shall conform to: CAN/CSA B365 Installation Code For Solid-Fuel-Burning Appliances and Equipment in Canada and NFPA 211 Chimney, Fireplaces, Vents and Solid Fuel Burning Appliances in the USA

Warnock Hersey C US Safety Listed

READ THIS ENTIRE MANUAL BEFORE INSTALLING YOUR PELLET STOVE/HEATER/INSERT. FAILURE TO FOLLOW INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH

FOREWORD TO NEW OWNERS

Dear Pellet Appliance Owner,

Congratulations on the purchase of your wood pellet appliance. You have selected the finest in residential wood pellet heating technology.

This INSTALLATION GUIDE will walk you through the proper installation of your wood pellet stove, heater or insert. This guide will provide you with valuable information regarding placement of the appliance, different installation options, and exhaust considerations.

Please note the following points regarding stove installation and pellet heating in general:

- Whether you install your stove yourself or hire a professional installer, ***a quality installation is a must*** for the safety of your family as well as efficient, satisfactory operation.

- Initial setup of the stove is the most important step to ensure consistent, comfortable operation.

- Know the quality and characteristics of the pellets you burn. Pellets can vary greatly from company to company, from load to load and even from bag to bag.

- Be dilligent in your cleaning program.

- Remember that most operational dilemmas with pellet stoves arise from improper installation, poor quality pellets, lack of timely cleaning or incorrect air flow adjustment.

With a minimum amount of consistent care, your pellet appliance will provide years of clean, efficient, comfortable and environmentally sound heating.

UPDATES

Updated manuals, product registration and warranty information can be found on our website:

www.dansons.com/support

Thank you for selecting our wood pellet stove!

Sincerely,
Dansons Group Inc. and Canadian Comfort Industries

We recommend that our pellet hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Pellet Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).

We do NOT recommend pellet stoves as your only source of heat.
Do NOT install in a sleeping room.
Use of outside air is highly recommended with our pellet stoves, heaters and inserts.
Do not operate with the front door or hopper lid open.
Keep children, furniture, fixtures and all combustibles away from any heating appliance.
Installation and use of a carbon monoxide detector is highly recommended.

INSTALLATION & PLANNING CHECKLIST

Unless you are knowledgeable and experienced in stove installation, we recommend your stove receive a pre-delivery check and be installaed by your local specialty retailer or certified HVAC service depot.

COMPLETE THIS CHECKLIST *PRIOR* TO INSTALLING YOUR PELLET APPLIANCE:

- ☐ Carefully read this INSTALLATION GUIDE. **SAVE THIS GUIDE FOR FUTURE USE!**
- ☐ Have your local Dealer demonstrate all operational, cleaning & maintenance steps necessary for your stove.
- ☐ **Select an install location.** The design of your home and placement of the stove will determine its value as a source of heat. A pellet stove depends primarily on air circulation to disperse its heat. There are other practical considerations to be considered before final placement is decided:
  eg. existing chimneys, pellet fuel storage, aesthetic considerations, roof design (rafter location & roof pitch), room traffic, clearances to combustibles, existing wiring, heat loss
  NOTE: Placing a unit in an uninsulated area greatly reduces heat capability (ie. cement basement, uninsulated steel building, etc.
- ☐ Installation of this appliance must conform to local codes and applicable state/provincial/federal requirements. Becoming familiar with these requirements before installation is essential.
- ☐ Register your purchase online at *www.dansons.com/support.*

COMPLETE THIS CHECKLIST *WHILE* INSTALLING YOUR PELLET APPLIANCE:

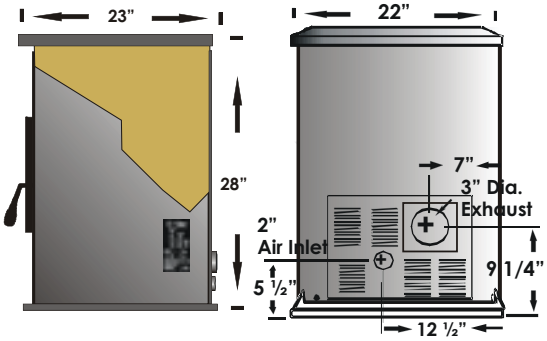
- ☐ Determine the location and measurement needed for your chosen location.
- ☐ Be sure to pre-fit all items before you fasten or install the stove or venting permanently.
- ☐ **IMPORTANT: Use ONLY L or PL type venting for your venting installation, or stainless steel liner for existing chimney configurations. Do NOT use plastic piping!**
- ☐ Ensure ALL joints of L vent, PL vent and/or single wall stainless steel liner are tightly connected, sealed with RTV silicone (including exhaust connector) and is correctly installed. Follow the vent manufacturer's instructions.
- ☐ Verify that the stove is plugged into a 3 pronged grounded outlet, NON GFI (ground fault interruptor)
  NOTE: We STRONGLY recommend the use of a surge protector to protect the circuitry in your control board.
- ☐ For outside air, use metal pipe ONLY, either solid or flexible. PVC or any other non-metallic material MUST NOT BE USED.

For more information regarding pellet stove operations or other specifications, please read your OPERATIONS GUIDE included with the stove. That guide, along with this INSTALLATION GUIDE, are available online at *www.dansons.com/support.*

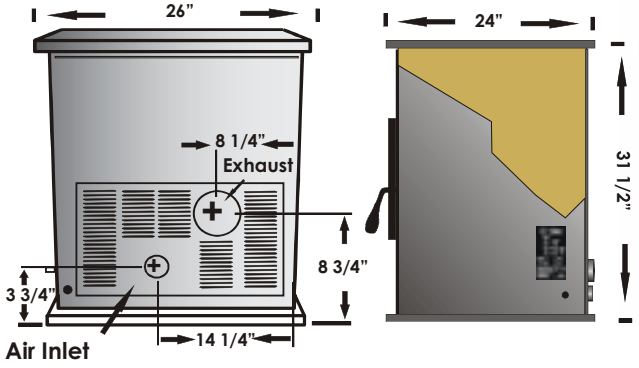
HOME/SHOP HEATER SPECIFICATIONS

MINIMUM CLEARANCES TO COMBUSTIBLES

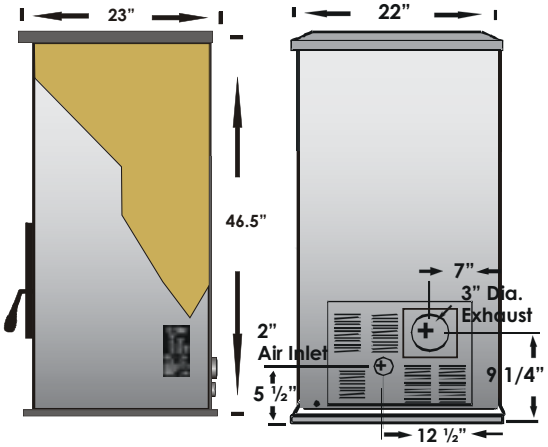
- 1" from BACK of stove to combustibles
- 10" from SIDE of stove to combustibles
- 1" from BACK CORNER of stove to combustibles
- 16" from TOP of stove to combustibles
- 3" from PL VENT to combustibles
- 6" non-combustible surface in FRONT of stove
- 36" to drapes, doors, anything that can swing



SLIMLINE HEATER



120 HEATER



300 HEATER

STOVE PLACEMENT

The stove must be placed so that no combustibles are within, or can swing within (ie. drapes, doors) 36" of the stove itself.

If the stove is placed in a location where the ceiling height is less than 7', it must follow the requirements in the ALCOVE INSTALLATION section.

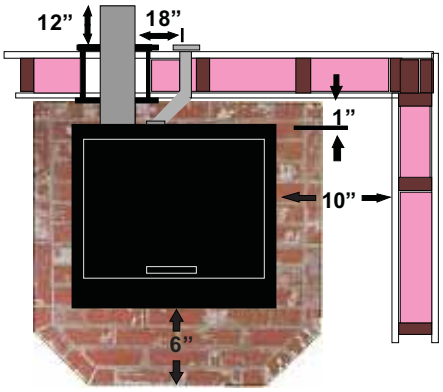
The stove & floor protection must be installed on a level, secure floor.

FLOOR PROTECTION

The stove must be installed on a non-combustible floor protector (ie. sheet steel with cement, tile, slate) extending the full width and depth of the stove and extending 6" in front of the stove. The floor protector needs to be a minimum 24.5" deep x 30.5" wide and must be a minimum 0.018" thick (26 gauge).

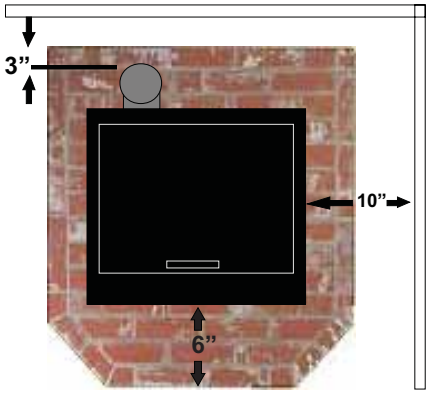
Floor protection must extend under and 2" to each side of a chimney tee (if used).

CLEARANCES: 'DIRECT VENT INSTALLATION'

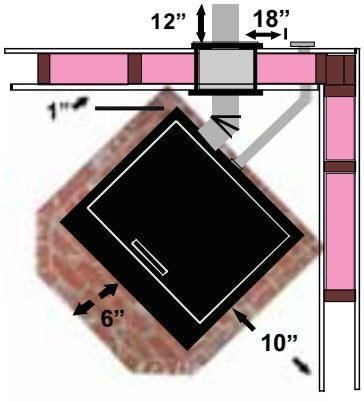


DIRECT THROUGH WALL

INTERIOR VERTICAL



Venting should terminate no less than 12" away from outside walls.

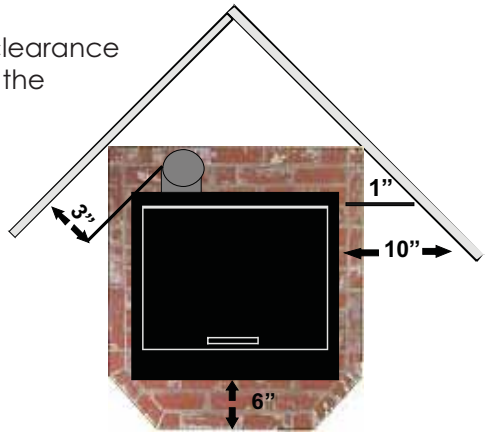


45° CORNER THROUGH WALL

NOTE: If interior vent is used, the clearance to the back wall is determined by the upward-turned elbow or TEE. It will vary in depth depending on the brand of PL vent used.

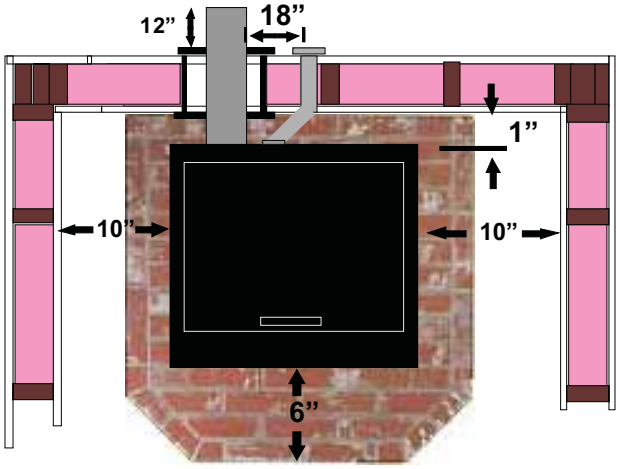
Before placing the stove, connect the elbow or TEE and measure off the 3" clearance.

Install all venting as per vent manufacturer's instructions.

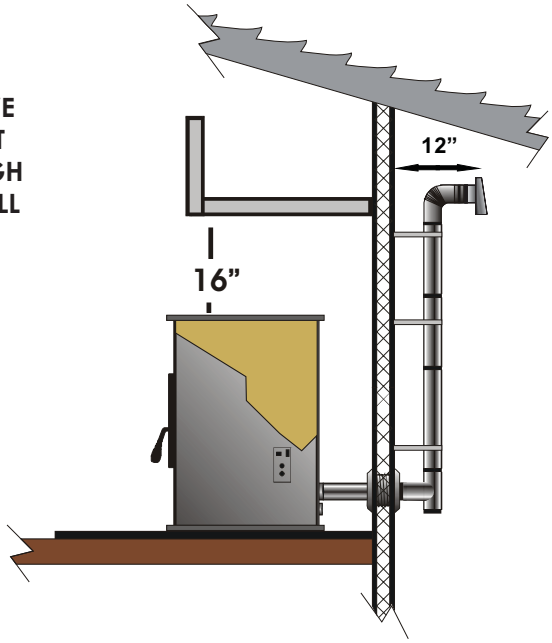


45° CORNER INTERIOR CORNER

CLEARANCES: 'ALCOVE INSTALLATION'



ALCOVE DIRECT THROUGH THE WALL



Due to radiant heat from the side panels, home/shop heaters require more space for placement.

Minimum clearances to combustibles:
1" from the back 16" from the top 10" from the sides

DO NOT CONNECT THE PELLET VENT TO A VENT SERVING ANY OTHER APPLIANCE OR STOVE

PELLET VENT MUST MAINTAIN A MINIMUM 3" CLEARANCE TO ANY COMBUSTIBLE (INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER)

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT

PELLET VENT TYPE

Pellet venting must be approved 3" or 4" diameter type PL or L. You must vent your stove directly to the outside or connect to a factory built type 'A' chimney using an adaptor or 'All Fuel' stainless steel chimney liner for masonry fireplace installations.

Use 4" diameter venting if vent or vent liner height is over 15 feet or if the installation is over 4000 feet above sea level.

PELLET VENT INSTALLATION

* If installing into an existing class A chimney, have the chimney cleaned and inspected by an authorized professional before proceeding with your vent installation.

Termination must exhaust above the air inlet elevation and parallel or above the exhaust output of the pellet appliance. It is recommended that at least 3 feet of vertical pipe be installed to create natural draft. This is to help prevent the possibility of smoke or odor during appliance shut down.

Horizontal sections must have a 1/4" rise every 12" of travel after 3 feet.

Pellet vent connections must be sealed with high temperature RTV silicone and/or screwed together with a least 3 x 3/8" long stainless steel screws. Seal each vent section by injecting a liberal amount of this silicone into the gap.

NOTE: The first joint on the stove is the most important to seal. Also, factory seals may leak smoke. The silicone MUST cure for at least 24 hours prior to first time appliance startup.

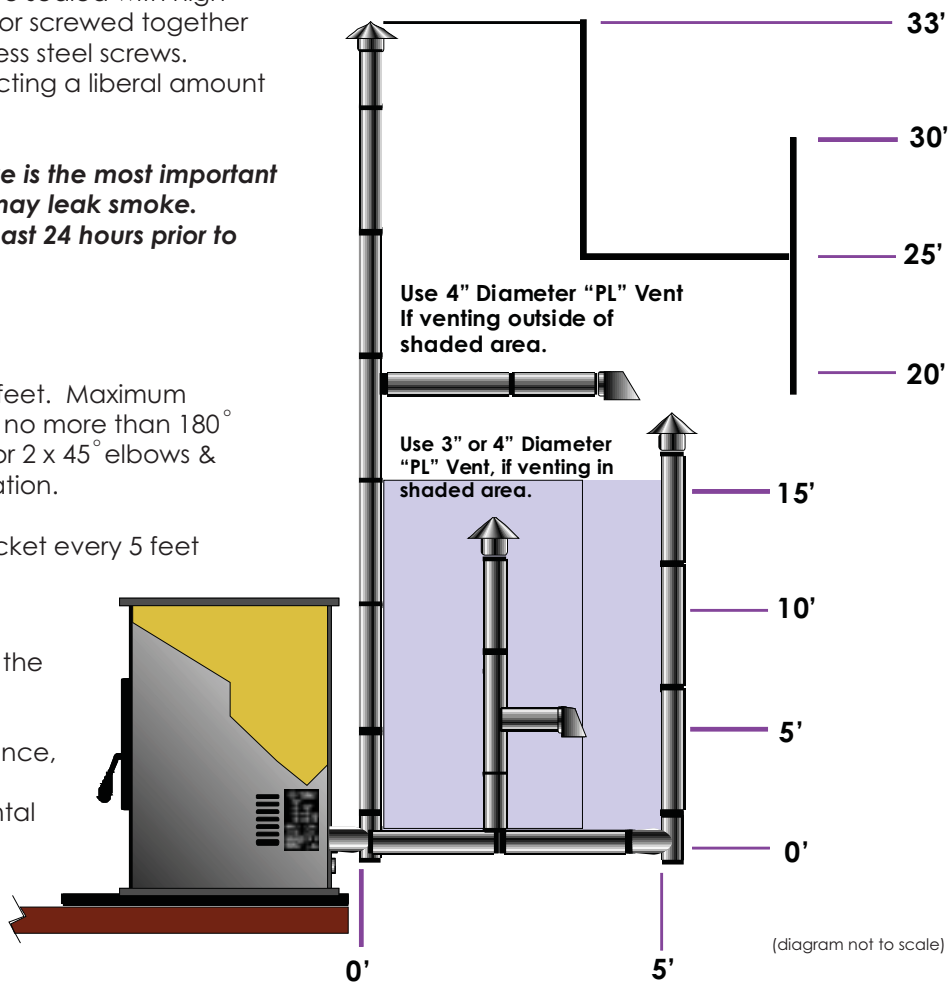
PELLET VENT DISTANCE

Maximum venting height is 33 feet. Maximum horizontal offset is 10 feet. Use no more than 180° of elbows (eg. 2 x 90° elbows, or 2 x 45° elbows & 1 x 90° elbow, etc) plus termination.

Vent must have a support bracket every 5 feet when on the exterior wall.

Vent height and run **MUST NOT** exceed the distance shown in the unshaded region of the chart.

To achieve optimum performance, **KEEP VENT RUNS AS SHORT AS POSSIBLE**, especially on horizontal installations.



(diagram not to scale)

PELLET VENT TERMINATION

NOTE: Where passage thru a wall or partition of combustible contruction is desired, the installation shall conform to NFPA 211 in the USA and CAN/CSA B365 in Canada

Vent termination must not be recessed into a wall or siding

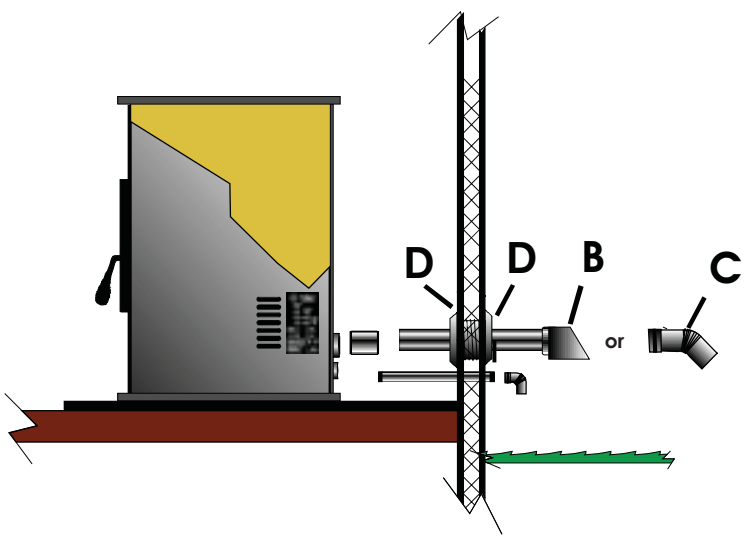
Termination must be a minimum of 6" above the chimney as shown at **A** (NOTE: Chimney must meet local codes for height above the roof or other obstructions)

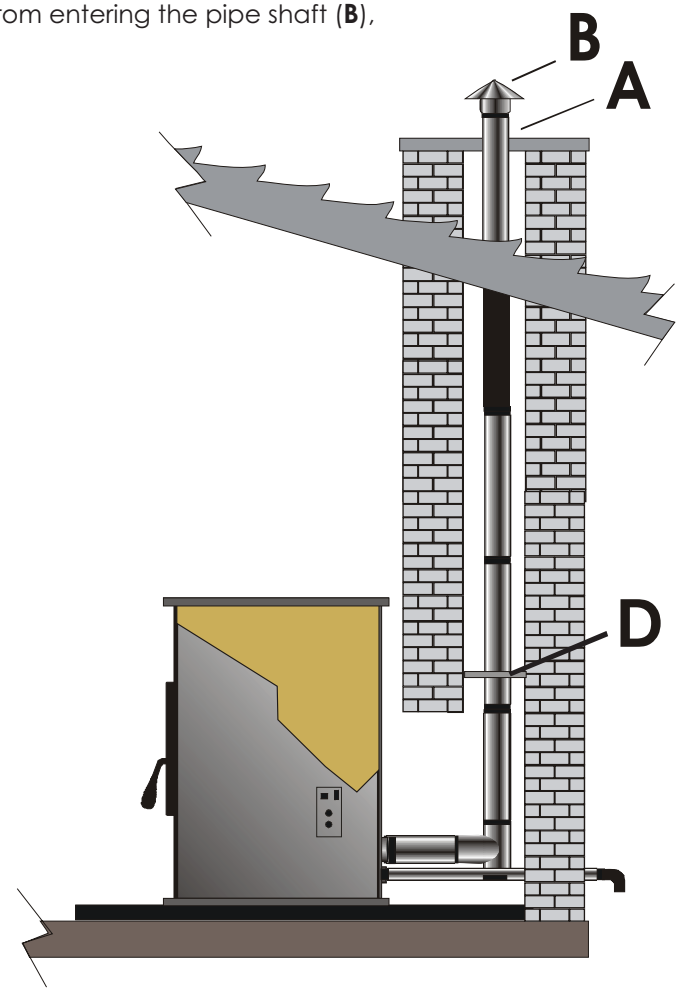
There must be an approved cap to prevent water from entering the pipe shaft (**B**), or a 45° elbow downturn (**C**)

If the termination is located on a windy side of the house, an approved house shield is recommended to prevent soot from accumulating on the side of the house

Termination must NOT be located where snow or other materials will plug it

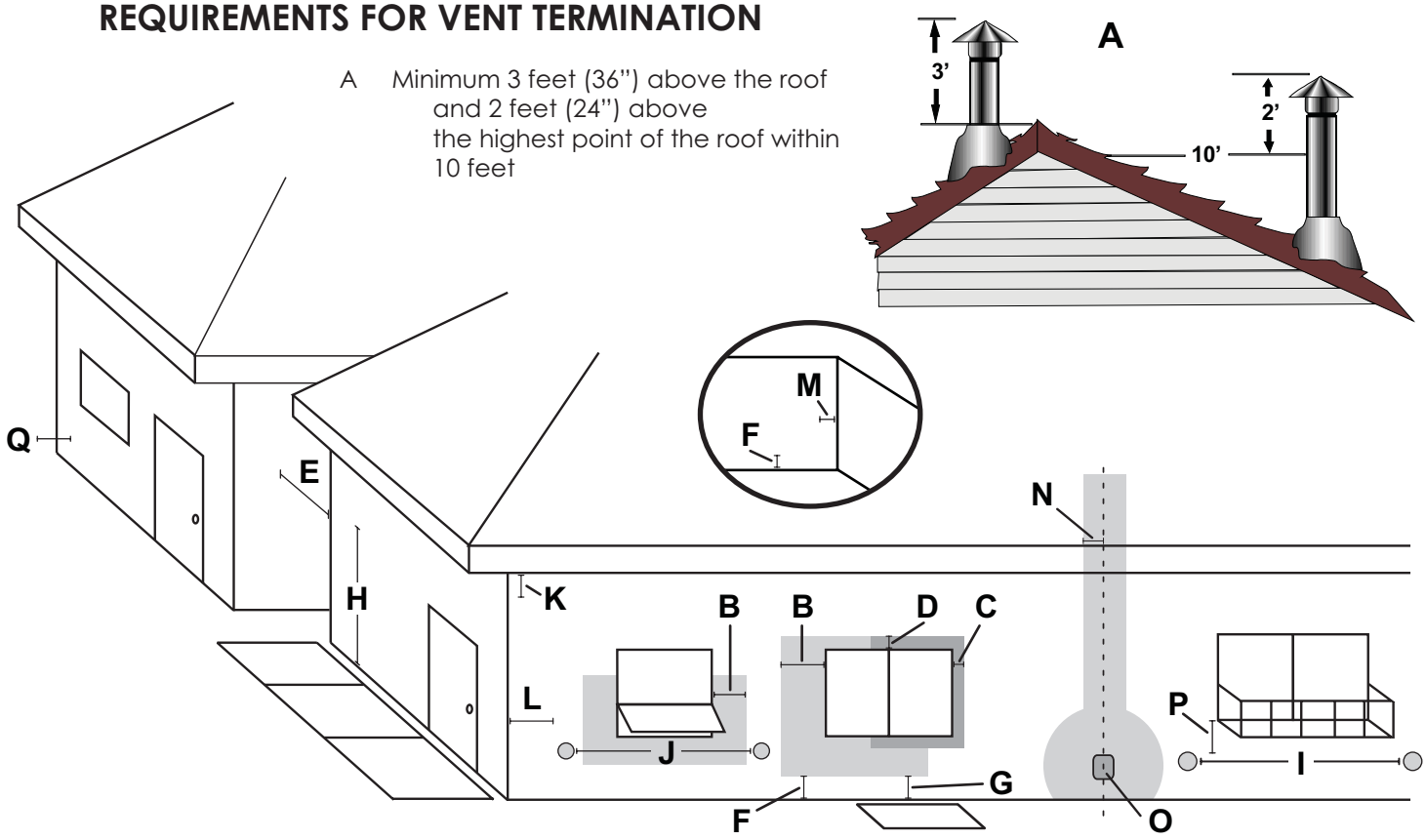
There must be a metal seal plate or a wall thimble at point **D**





REQUIREMENTS FOR VENT TERMINATION

A Minimum 3 feet (36") above the roof and 2 feet (24") above the highest point of the roof within 10 feet



B Minimum 4 foot clearance **below or beside** any door or window which opens
C Minimum 1 foot clearance **below or beside** window that does not open
D Minimum 1 foot clearance **above** any door or window
E Minimum 3 foot clearance **from any adjacent building or horizontally from combustible wall**
F Minimum 1 foot clearance **above grade**
G Minimum 2 foot clearance **above any grass, plants or other combustible materials**
H Minimum 7 foot clearance **above any grade** when adjacent to public walkways

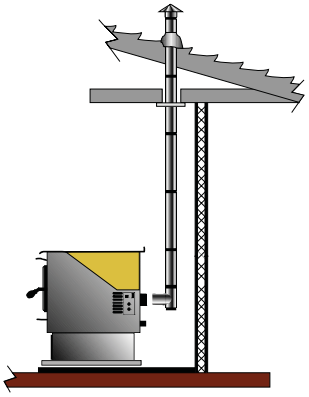
NOTE: VENT MAY NOT TERMINATE IN COVERED WALKWAY OR BREEZEWAY OR ABOVE A SIDEWALK OR PAVED DRIVEWAY LOCATED BETWEEN TWO SINGLE FAMILY DWELLINGS AND SERVES BOTH DWELLINGS

I Minimum 3 foot clearance **from any forced air intake of any other appliance**
J Minimum 4 foot clearance **from a non-mechanical air supply inlet to the building** or the combustion air inlet to any other appliance
K Minimum 2 foot clearance **below eaves or overhang**
L Minimum 1 foot clearance **to an outside corner** from the center of the pipe
M Minimum 1 foot clearance **to an inside corner**
N Minimum 3 foot clearance **above a gas meter/regulator assembly** when measured from the center line of the regulator
O Minimum 6 foot clearance **to service regulator vent outlet**
P Minimum 3 foot clearance **under a veranda, porch, deck or balcony** (NOTE: Only permitted if veranda, porch, deck or balcony is fully open on sides beneath the floor)

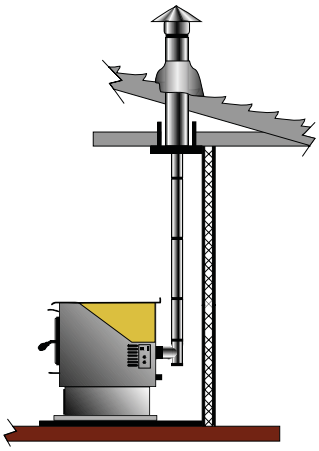
Q *** **VERY IMPORTANT ***: Minimum 1 foot beyond exterior wall for horizontal vent terminations (extend further if outside wall has prevailing wind)**

SUGGESTED VENTING CONFIGURATIONS

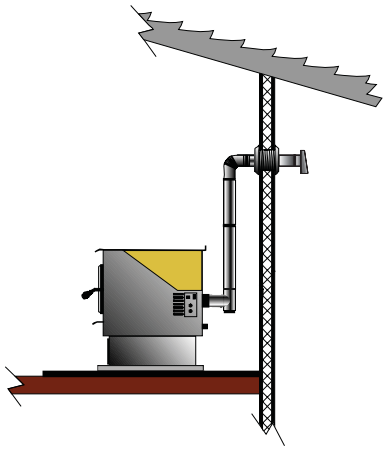
(shown with freestanding stoves; configurations are the same for heaters)



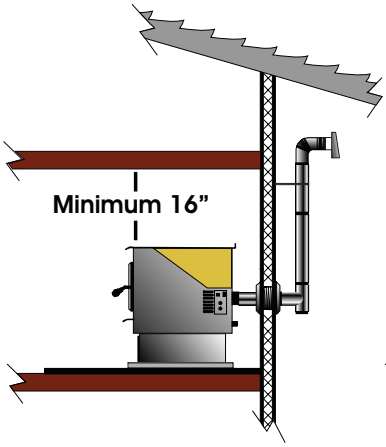
Stanard vertical vent thru roofing



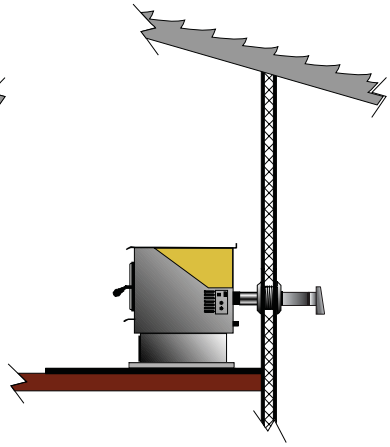
Vertical vent tying into existing metal chimney



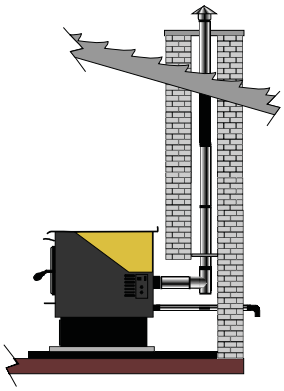
Direct vent with rise



Direct vent with rise (also shown in possible alcove)



Direct vent, no rise



Standard vent in existing chimney

Please review previous sections of this manual for complete list of clearances. Install all pellet venting as per vent manufacturer specifications.

SAFETY PRECAUTIONS

Do NOT operate if you smell smoke coming from your pellet appliance. Push OFF on the control board, monitor your stove and call your dealer.

NEVER USE GASOLINE, GASOLINE-TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID or similar liquids to start or 'freshen up' a fire in this appliance. Keep all such liquids well away from the stove while it is in use.

Do NOT unplug the heater if you suspect a malfunction. Push OFF on the control board and inspect the heater.

Do NOT operate the stove if the flame become dark & sooty or if the burn pot overfills with pellets. Push OFF on the control board and periodically inspect the stove (see CLEANING in your OPERATIONS GUIDE and TECHNICAL GUIDE).

NEVER try to repair or replace any part of the stove unless instructions for the consumer are given in this guide or in the OPERATIONS GUIDE or TECHNICAL GUIDE. All other work should be done by a trained technician.

The viewing door and ash bin must be closed and latched during operation.

NEVER block free airflow through the open vents of the unit.

Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area. **Notify your insurance company of this stove.**

The pellet appliance exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. Therefore the exhaust system MUST BE COMPLETELY AIR TIGHT and properly installed. All pellet joints must be sealed with HI-TEMP RTV SILICONE SEALANT and at least 3 sheet metal screws to each other as well as to the stove.

This unit must be properly installed to prevent the possibility of a house fire. The instructions must be strictly adhered to. Do NOT use makeshift methods which may compromise the installation.

Your stove requires periodic maintenance and cleaning (see CLEANING in your OPERATIONS GUIDE and TECHNICAL GUIDE). Failure to maintain your stove may lead to smoke spillage in your home.

Allow the appliance to cool before carrying out any maintenance or cleaning. Ashes must be disposed of in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible surface or on the ground well away from all combustible materials pending final disposal.

This stove is designed and approved for pelletized wood fuel ONLY. Any other type of fuel burned in this stove will void the warranty and safety listing.

This appliance will not operate during a power outage. If a power outage does occur, check the stove for smoke spillage and open a window if any smoke spills into the room.

Keep foreign objects out of the hopper.

SAFETY PRECAUTIONS

Disconnect the power cord before performing any maintenance. IMPORTANT: Touching the OFF button on the control board does NOT disconnect power to the stove.

DO NOT THROW YOUR INSTRUCTIONAL GUIDES AWAY. These guides have important operating & maintenance information that you will need at a later time.

Do not place clothing or other flammable items on or near the stove. Because this stove can be controlled by a thermostat, there is a possibility of it starting and igniting any items placed on or near it.

This appliance must be connected to a standard 110 - 120V, 60 Hz grounded electrical outlet. Do NOT use an adapter plug or sever the ground plug. Do NOT route the electrical cord underneath, in front of or over the appliance.

It is highly recommended to connect the stove to a standard 110 120V ground surge protected unit or surge protected outlet.

When installed in a mobile home, the heater must be bolted to the floor, have outside air, and MUST NOT BE INSTALLED IN THE BEDROOM (per H.U.D. requirements). Check with local building officials.

Educate all children on the dangers of a high temperature stove.

Young children should be supervised when they are in the same room as the stove.

NEVER PUT YOUR FINGERS NEAR THE AUGER. Pellet fuel is fed to the burn grate by a screw auger that is driven by a high torque motor. The auger can start and stop automatically anytime while the stove is operating.

Do NOT connect this appliance directly to air ducts or any air distribution system. This will void any warranty.

Do NOT burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is admitted to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slide damper rod located on the side of the appliance.

It is advisable to clean the exhaust vent bi-annually or every two tons of pellets burned.

Soot or creasote may accumulate when the stove is operated under incorrect conditions such as an extremely rich burn (black tipped, lazy orange flames).

Do NOT use insulated or plastic pipes when installing your venting. Make sure to allow at least 24 hours for all joints to seal properly or the seal will expand and allow smoke to vent into the room.

PLEASE NOTE: Canadian Comfort Industries grant no warranty, implied or stated, for the installation or maintenance of your stove and assume no responsibility for any consequential damage(s).

OUTSIDE AIR CONSIDERATIONS

A fresh air kit is HIGHLY RECOMMENDED for all pellet appliance installations. If an outside air source is not supplied, a *negative air* situation may occur.

FRESH AIR KIT 3'

FRESH AIR KIT 10'

NEGATIVE AIR PRESSURE

Negative indoor air pressure results when more air is leaving your home than is coming in, creating a partial vacuum. In winter, the heated indoor air rises up through the home and escapes from upper level leaks. At the same time, we force air out of the house with kitchen & bath fans, clothes dryers, furnaces, fireplaces and water heaters, all of which contribute to the negative pressure problem, which is a lack of "make-up air".

This can lead to annoying situations such as a stove that won't draw or possibly leaks smoke.

WITHOUT PLANNED VENTILATION, NEGATIVE AIR PRESSURE WILL SUCK AIR IN AT UNCONTROLLED POINTS.

FRESH AIR KIT, 3': Part # ACFAKT03

1 x 2" galvanized hood with screen, 1 x 2" aluminum flex duct (compressed 15", extends to 36"), 2 x 2" worm gear clamps

FRESH AIR KIT, 10': Part # ACFAKT10

1 x 2" galvanized hood with screen, 1 x 2" aluminum flex duct (compressed 48", extends to 120"), 2 x 2" worm gear clamps

FRESH AIR REQUIREMENTS AND RECOMMENDATIONS

Outside air is REQUIRED ON ALL MOBILE HOME INSTALLATIONS

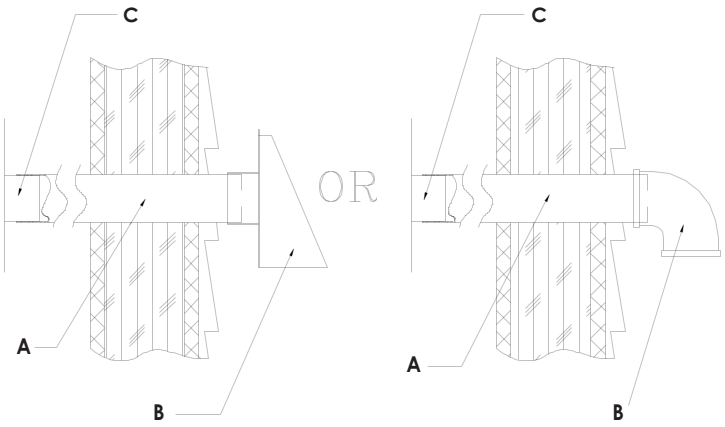
Outside air is HIGHLY RECOMMENDED for all other installations

Use metal pipe ONLY, either solid or flexible, for your outside air installation (see A below). **NON-METALLIC MATERIAL MUST NOT BE USED!**

A wind shield (B) over the termination of the outside air pipe or a 90 degree elbow or bend directed away from the prevailing winds MUST be used when an outside air pipe is installaed through the side of a building. Keep the outside air pipe termination at least 1 foot away from the exhaust system termination

When outside air is taken from an existing chimney, the exhaust system MUST NOT terminate in the same chimney

The outside air pipe on your stove is 2" O.D. The outside air connecting pipe must be at least 2" I.D. The outside air connecting pipe must be as short and as free of elbows as possible, and MUST FIT OVER, not inside, the outside air pipe on your stove (C)



NOTE: When extending the fresh air intake more than 10 feet, it is recommended to increase the vent diameter to 3" or larger.

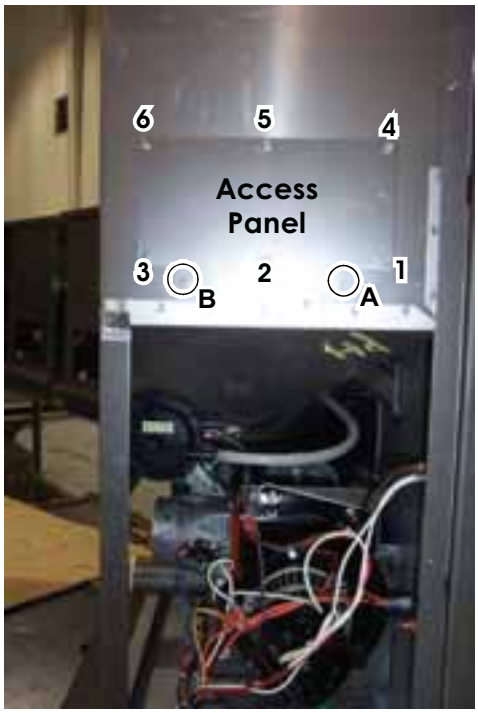
HOPPER CLEAN-OUT DROP CHUTE

You would have found this drop chute along with your manuals. This can have 2 purposes:

1) Drop chute attaches to the side of the hopper to help with cleaning/emptying out of hopper
2) Chute can be used as a dustpan for your shop.

Keep this separate until needed.

TOOLS REQUIRED: 1/4" hex nut setter/driver OR flat head screwdriver, and a pail or bin



INSTALLATION PROCEDURE

Unplug the appliance power cord from the wall outlet.

To gain access to the inside of the appliance, remove the 1/4 " hex screws from the LEFT HAND SIDE PANEL (looking from the front of the heater). These are located on the back left hand side corner of the appliance.

Remove the panel by sliding it back toward the exhaust.

Remove the two 1/4" hex screws (A & B).

Install the hopper drop chute, reinstalling the screws.

Remove five of the 1/4" hex screws from the side hopper access panel (#1-5 at right). Loosen the #6 screw but leave it attached. This now allows the access panel to act as a door.

Place a catch pail under the drop chute. Raise & lower the access panel as needed.

When finished cleaning out as many pellets as possible, reinstall the 5 screws, remove the drop chute, replace the 2 screws and reinstall the side panel.

CANADIAN COMFORT INDUSTRIES (CCI) LIMITED WARRANTY

CCI wood pellet and corn appliances carry a one (1) year -**parts only**- on electrical components and a five (5) year limited warranty from the date of sale to the original owner against defects and workmanship on all steel parts (excluding the burn grate and the heat tube scraper / rod). If defective in material or workmanship, during the warranty period, CCI will, at its option, repair or replace the product as described below.

There specifically is NO warranty on paint or plated surfaces, glass, burn grate, fire brick and all gaskets or against damage caused by corrosion. There is no warranty coverage for variances in fuel feed rates. BTU heat rating will vary with different fuel conditions and is not considered a defect if the unit does not feed a constant amount of fuel.

The warranty above constitutes the entire warranty with respect to Canadian Comfort Industries. CCI MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING "ANY" WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of CCI. This warranty does not apply if the product has been altered in any way after leaving the factory. CCI and its agents assume no liability for "resultant damages of any kind" arising from the use of its products. In addition, the manufacturer and its warranty administrator shall be held free and harmless from liability from damage to property related to the operation, proper or improper, of the equipment.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

THESE WARRANTIES APPLY only if the device is installed and operated as recommended in the user's manual.

THESE WARRANTIES WILL NOT APPLY if abuse, accident, improper installation, negligence, or use beyond rated capacity causes damage.

HOW TO MAKE A CLAIM – **Any claim under this warranty should be made to the dealer from whom this appliance was purchased**. Then contact is made with the manufacturer, giving the model and serial numbers, the date of purchase, your dealer's name and address, plus a simple explanation of the nature of the defect.

THIS WARRANTY IS LIMITED TO DEFECTIVE PARTS – REPAIR AND/OR REPLACEMENT AT CCI's OPTION AND EXCLUDES ANY INCIDENTAL AND CONSEQUENTIAL DAMAGES CONNECTED THEREWITH. A DEFECTIVE PART DOES NOT WARRANT THE REPLACEMENT OF THE ENTIRE UNIT.

WARRANTY EXCLUSIONS: Failure due, but not limited to, fire, lightning, acts of God, power failures and/or surges, rust, corrosion and venting problems are not covered.
AUGER JAMS ARE NOT COVERED UNDER WARRANTY.
Damage and/or repairs including but not limited to; knobs, handles, door gaskets, log sets, paint and plated surfaces – trim, baffles, louvers or handles. Additional exclusions for corn stoves are burnpot housing weldment and burnpot warpage (corn or pellet). Additional or unusual utility bills incurred due to any malfunction or defect in equipment are not covered.

REMOVAL OR REINSTALLATION COSTS ARE NOT COVERED BY THIS WARRANTY.

CCI LIABILITY IS LIMITED TO THE WHOLESALE COST OF THE STOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties; therefore the limitations of exclusions set forth in this warranty may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state. All disputes relating to this warranty shall be tried before the courts of Alberta, Canada.

Your purchase must be registered with Canadian Comfort Industries. This can be done at: www.dansons.com/support or by faxing your proof of purchase to us at: 1-877-303-3135.

WARRANTY REGISTRATION

THIS REGISTRATION INFORMATION MUST BE ON FILE FOR THIS WARRANTY TO BE VALID. PLEASE MAIL/FAX THIS INFORMATION WITHIN THIRTY (30) DAYS FROM THE DATE OF PURCHASE.

Name of Purchaser: _____

Address: _____

City: _____ State / Province: _____

Zip: _____ Telephone: _____

Email Address: _____

DEALER INFORMATION

Purchased From (Dealer): _____

Address: _____

City: _____ State / Province: _____

Zip: _____ Telephone: _____

UNIT INFORMATION

(Please refer to rating plate on back of stove or under hopper lid to complete this section)

Model Number: _____ Purchase Date: _____

Serial Number: _____ Purchase Price: _____

How did you first hear about our product? (please check one)

Word of Mouth ☐ Trade Show ☐ Internet ☐

Other: _____

Where did you receive information about our product? (please check one)

Telephone ☐ Dealer ☐ Name of Dealer: _____

Internet: ☐ Other: _____

☐ Check here if you would like more information sent to you about our other products

Mail to:
Canadian Comfort Industries 26319 Township Road 531 Acheson, Alberta Canada T7X 5A3

Fax to:
Toll Free: 1-877-303-3135 24 hours a day

Online:
Visit www.dansons.com/support

My local dealer is:

To register your purchase, visit ***www.dansons.com/support***

Technical Support

Monday to Friday, 9 am to 8 pm EST	**1-877-303-3134**
Saturday, 11 am to 7 pm EST	**1-866-456-9269**

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